
OSD Update

Executive Office for Administration and Finance
Operational Services Division
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TO: Department Heads, and Department Fleet Administrators
FROM: Philmore Anderson III, State Purchasing Agent
DATE: February 18, 2000
RE: New Fleet Accident Program

OSD UPDATE # 00-43

I am pleased to announce that the Office of Vehicle Management will implement PHH's Vehicle Maintenance Services Accident and Risk Management Program effective **March 1, 2000**. All accidents involving **light duty** state vehicles that occur on or after this date must be reported to PHH's Risk Management Department.

As an amendment to our existing PHH Vehicle Maintenance Service Contract this new accident service management program will include:

- Toll free 800# for reporting the FIRST NOTICE of LOSS
- Seven (7) day, twenty-four (24) hour coverage.
- Immediate assistance with towing and safety concerns
- Management of the accident repair process
- Obtaining three (3) repair estimates
- Recovery of all expenses associated with the accident when another party causes damage to a state vehicle

The new procedure for reporting a vehicle accident follows:

- 1) At the scene of an accident involving a State vehicle, the driver shall, unless incapacitated due to injury:
 - a) Call for medical assistance if necessary;
 - b) Notify the police. If this is not immediately possible, the driver must notify the police as soon as he/she is able;

- c) Obtain all information necessary to fully complete an accident report with PHH's Risk Management Department.

2) After the accident, the driver MUST:

- a) Call PHH Risk Management Service Department at **1-800-446-7052** within 24 hours of the accident, assuming that the driver is not seriously injured;
- b) PHH will complete an electronic accident report based on your call and will forward a copy of the accident report to OVM and the department Fleet Administrator. Remember, the driver is responsible for obtaining all information necessary for PHH to fully complete the accident report.
- c) PHH will provide assistance and give the driver direction regarding the state vehicle. Towing service will be provided if necessary;
- d) PHH will schedule the repair and return of your state vehicle;
- e) PHH will notify OVM of any accidents involving injuries to other parties or their property;
- f) PHH will contact the state driver as needed to follow up on any accident;
- g) OVM will review all accidents with PHH to determine if the state driver is responsible for the accident;
- h) Accidents that are deemed to be the responsibility of the state driver will be billed directly to his/her agency by PHH. The Department employing the responsible driver will pay for the cost of repairs or replacement of the vehicle and the cost arising from actions filed against the Commonwealth by any party.
- i) PHH will subrogate all claims against other drivers insurance companies and collect all funds for OVM.
- j) If an accident causes over \$1,000 worth of property damage and/or injury or death, the driver must send a copy of the accident report to the Registry of Motor Vehicles, the Attorney General and the police department in whose jurisdiction the accident occurred. The driver could get a copy of the accident report from his/her agency Fleet Administrator.
- k) If a police report was filed in connection with the accident the driver MUST obtain a copy and forward it to OVM.

3) State drivers will no longer have to:

- l) Report accidents directly to OVM.
- m) Obtain three (3) accident repair estimates. PHH will coordinate this process;

This new procedure replaces the **VEHICLE ACCIDENT** guidelines in the Office of Vehicle Management Policies and Procedure Manual issued January 20, 1998.

Please see that this new accident reporting policy and procedure is disseminated throughout your department immediately to avoid confusion and delays in getting your vehicles repaired and back into service.

If you have any questions regarding this new accident procedure please call Herb Faulconer at 617-720-3337 or email: Herb.Faulconer@osd.state.ma.us or Joe Talbot at 617-720-3303 or email: Joe.Talbot@osd.state.ma.us.